



**ARKANSAS DIVISION OF EMERGENCY MANAGEMENT
2022 ANNUAL REPORT**

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Director's Message



The Arkansas Division of Emergency Management (ADEM) provides 24/7 coverage and is ready to respond to the state in the event of a natural or man-made emergency or disaster. We work daily with the 75 counties, state agencies, federal agencies, private sector, and volunteer agencies coordinating a myriad of programs, training, and activities to better prepare Arkansas in the event of an emergency. Planning and preparing for disasters or emergencies is a daily challenge.

The experiences and lessons learned in responding to natural and manmade disasters, including COVID-19, will be invaluable to our ongoing efforts to prepare Arkansas and Arkansans for future disasters. ADEM will utilize these lessons as we enhance our plans and procedures. We share Governor Hutchinson's vision to coordinate resources, expertise, and leadership to respond to and recovery from disasters, while protecting the lives, environment, and property of the people of Arkansas.

We achieve and sustain resilience through preparedness, collaboration, and strong partnerships in the shared commitment to saving lives and protecting property.

We pledge our full support and consider it a privilege to serve the State of Arkansas.

Handwritten signature of A.J. Gary in blue ink.

A.J. Gary
Director and State Homeland Security Advisor

Motto

ADEM employees guarantee timely and compassionate service to the residents of Arkansas before, during, and after disaster. We will be there for you as "Your Partner in Preparedness."

MISSION

Arkansas Division of Emergency Management (ADEM) provides efficient state level leadership, resources, and coordination for a comprehensive all-hazards approach to emergencies and disasters impacting Arkansas.

VISION

ADEM will be a recognized partner in Arkansas' emergency management system for providing quality protection, prevention, mitigation, response, and recovery to individuals and communities across the State.

CORE VALUES

Leadership: Creating an environment for success among all of our partners.

Excellence: Providing the highest quality service to the citizens of Arkansas.

Teamwork: Working together for the good of all; ensuring public safety and public trust.

Compassion: Providing selfless service to the citizens of Arkansas before, during and after a disaster.



Tina Owens, Executive Deputy Director

Internal Audit

- Completed the 2022 review and update of the Threat and Hazard Identification and Risk Assessment (THIRA) and of the Stakeholder Preparedness Review (SPR).
- Completed the 2022 Emergency Management Accreditation Program (EMAP) Annual Report.
- Completed annual review of the agency-wide sub-recipient financial risk assessment process. No updates required.
- Assisted the agency inventory manager in completing a review of inventory. Prepared for individual inventory review for the coming year.

Human Resources

The Human Resources (HR) branch spent significant energy and focus on our ongoing work with the Department of Public Safety's HR office and ADEM Finance on the reclassification of ADEM positions. This is consistent with ADEM's internal organization changes for the purpose of improving on services we provide to the citizens of Arkansas.

In addition, the HR Branch has processed the below Master Data changes:

- 3 Rehire actions
- 3 Transfer actions
- 9 Termination actions
- 6 Retirement actions
- 2 DROP actions
- 10 Hires
- 13 Promotions
- 1 Demotion

Public Information Office

- Served on and contributed to the Department of Public Safety (DPS) Communications team as the ADEM Public Information Officer
- Filled-in as Public Information Officer for Arkansas State Police during transition
- Took part in the Community Development Institute Conference at UCA to present on Crisis Communication Planning
- Took part in emergency management and public information events at Arkansas Tech University
- Attended three Area Coordinator meetings to meet other emergency management officials in each area
- Worked closely with other agency program personnel; visited events, conferences dealing with their program area.
- Continued work to expand ADEM's presence across all social media platforms
- Spoke to two Rotary groups and the Conway Women's Civic League about the work of the ADEM



dps.arkansas.gov/emergency-management/adem



AR_Emergencies



YouTube

@ARmanagesemergencies



ARemergencies

Preparedness & Response



Scott Bass, Deputy Director

Preparedness and Response coordinates with Emergency Management and other community partners to prepare for, coordinate with, respond to, and help recover from natural and manmade disasters/emergencies. This section oversees many programs that coordinate directly with local, state, federal, non-governmental organizations and private sector agencies.

Planning

Planning staff completed review and revision of the Arkansas Comprehensive Emergency Management Plan (ARCEMP). Each of the sixteen Emergency Support Function (ESF) coordinating agencies and all their support agencies were given the opportunity to review the ARCEMP and offer comments and revisions. The revised ARCEMP was posted to the ADEM website at the end of September.

Beginning April, 1st 2022 in accordance with Arkansas Act 70 of 2021 ADEM is responsible for administration of Arkansas' Continuity of Operations Program. ADEM Planning Branch staff will provide technical assistance to develop and maintain both continuity of operations plans and emergency operation plans.

Each year, the Planning Branch reaches out to fifteen local emergency management coordinators to offer technical assistance toward updating their emergency operations plans. Counties contacted for 2022 were Cleveland, Dallas, Faulkner, Hempstead, Jackson, Jefferson, Lafayette, Miller, Mississippi, Montgomery, Nevada, Poinsett, Polk, Van Buren and Yell counties.

To increase Earthquake Awareness and Preparedness, the Earthquake Preparedness Planner reaches out to schools and businesses across the State to sign them up for the national ShakeOut Earthquake drill that occurs every year on the third Thursday in October. 74,602 Arkansans participated in the 2022 ShakeOut drill.



Students at Manilla High School participate in the 2022 ShakeOut Earthquake Drill. Credit: Hilda Booth



Above/Below: Arkansas Fire Academy
HazMat Awareness and Operations Course
Credit: Mark McEntire

Training and Exercise

State Exercises - 7 in total

- Cyber Disruption (55 participants)
- Unannounced Bomb Threat (45 participants)
- Communications (35 participants)
- Winter Weather (65 participants)
- Fire Drill - FSP (8 participants)
- Bomb Threat - FSP (7 participants)

Exercises - Five exercise planning trainings (58 participants)

Local Exercises -75 (795 participants)

Training Courses - 163 in Total

- 30 Emergency Management (807 students)
- 120 Hazardous Materials (2,084 students).



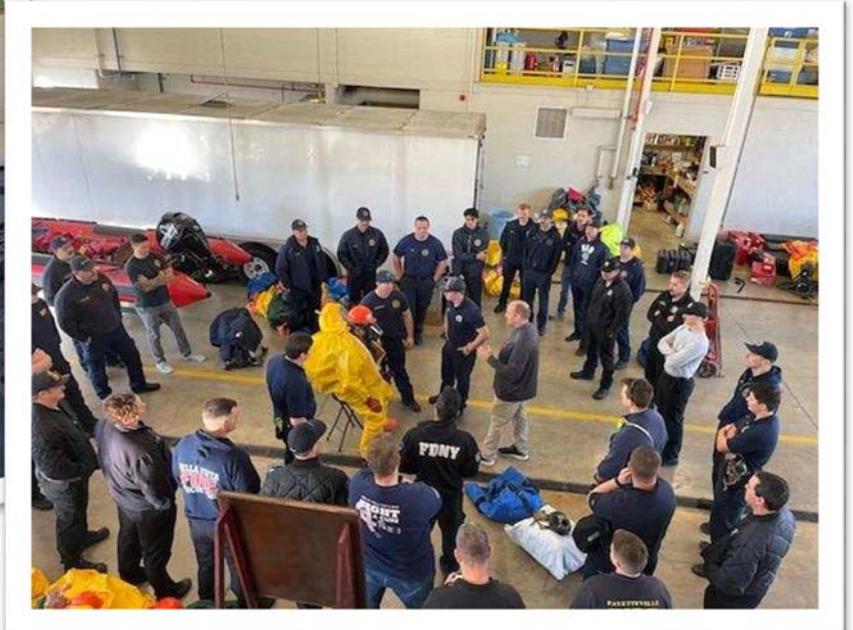


Above: Gravette Fire Department. Below: Farmington Fire Department Propane Responses Training 101 to Advanced Tactics
Credit: Mark McEntire





Above: Railcar Safety Course, North Little Rock Railyard
Below: Bentonville HazMat Technician Class
Credit: Mark McEntire



Individual and Community Preparedness

This year, Individual and Community Preparedness (ICP) became a separate function within the Preparedness and Response Branch. Gary Ragen serves as the Individual and Community Preparedness Coordinator for the Agency.

The primary mission of ICP is to support State, County and Local Emergency Managers, public and private schools, higher education and other community partners in the promotion and implementation of preparedness programs in local communities. Using resources such as *Ready.gov* and the Community Emergency Response Team (CERT) program, community preparedness and resilience are strengthened across Arkansas through several outreach initiatives. This year, ICP focused on school safety by working with the Governor's School Safety Commission to develop recommendations to establish faculty/student CERT teams on Arkansas high school campuses. Currently, there are 14 high schools participating in a pilot program with ICP to develop CERT teams for their high school campus. The program is hoping to expand across the state in 2023.

Newport High School in Jackson County became the first school to participate in the high school CERT initiative. The program is being offered through the Army ROTC program.



Newport School District,
Pilot Program for
CERT (9/1/22)

Youth Preparedness Summer Camps

These camps, held on college campuses across the state, are designed to introduce students to emergency management and response concepts, and offer opportunities for students to interact with local, state, and federal responders. Due to COVID-19 restrictions in 2022, no camps were held. However, six colleges and universities plan to host camps in 2023.

ICP Awards

2022 ICP award winners were from Pope and Garland Counties. Bethany Swindell from Arkansas Tech University received the Whole Community Preparedness Award. Kathy Packard received the Community Preparedness Award for Exceptional Service During COVID-19. In addition to the Arkansas awards, Ms. Swindell and Ms. Packard also received the FEMA Region 6 Community Awards for their efforts.



Left: **Dr. Bethany Swindell**,
Arkansas Tech University
Credit: ATU

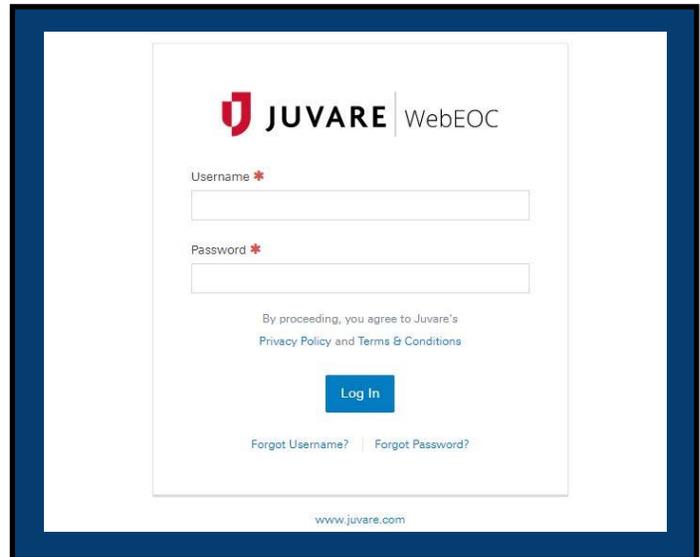
Right: Bo Robertson/Garland
County Emergency Manager
(left), award recipient
Kathy Packard (center),
with Gary Ragen (right).



State Emergency Operations Center (SEOC) Operations

This branch is dedicated to ensuring that the SEOC is ready to respond during times of disasters by conducting planning, training, and coordination to include acting as a liaison to various levels of government officials, non-governmental organizational representatives, and private sector partners. Part of the planning responsibilities include the development and maintenance of operational plans such as the SEOC Plan and annexes, the New Madrid Seismic Zone Earthquake Plan, Emergency Management Assistance Compact (EMAC) Plan and annexes, and Standard Operating Guidelines. The Operations Branch is also responsible for the oversight and development of incident management software like WebEOC and ArcGIS, as well as being over the EMAC for the state which is a state-to-state mutual aid program.

The SEOC supports local jurisdictions by providing requested resources, information, advice, strategic assistance, and communication. The SEOC implores the use of the National Incident Management System (NIMS) and Incident Command System (ICS) as the basic concept for operation and can be activated at one of three activation levels which allows for flexibility to match the manpower requirements commiserate with the mission requirements.



- SEOC Activity
 - ◇ 10 events created in WebEOC
 - ◇ 6 Increased Preparedness Activations
 - ◇ 1 Full Activation (2/2/22 Winter Weather Event)
- Training
 - ◇ 35 SEOC training sessions
 - ◇ 415 personnel trained
- Planning
 - ◇ 2022 SEOC Plan and Annexes – released March 2022
 - ◇ 2022 SEOC Standard Operating Guidelines (SOG) – released February 2022
 - ◇ 2022 Alternate EOC SOG – updated February 2022
 - ◇ 2022 Blackout System/Procedures – updated February 2022
- WebEOC
 - ◇ Release of the new WebEOC version 9.12 – September 2022



Emergency Management Assistance Compact

Emergency Management Assistance Compact (EMAC)

EMAC is a national mutual aid system which was established in 1996. Fifty states, the District of Columbia, the U.S. Virgin Islands, Guam and Puerto Rico have all put legislation in place to become members of the compact. The compact allows member states to share resources during a governor-declared emergency. Arkansas enacted Arkansas Code 12-49-402 in 1997 to become a member state of EMAC.

- EMAC Plan – updated December 2022
- EMAC Advance Team (A-Team) – update is ongoing. Arkansas has certified eight members as EMAC A-Team members, to include six ADEM staff and two National Guard representatives
- EMAC Deployments
 - ◊ Jackson, MS, Water Crisis – One Water/Wastewater Team to Mississippi (estimated \$40,000)



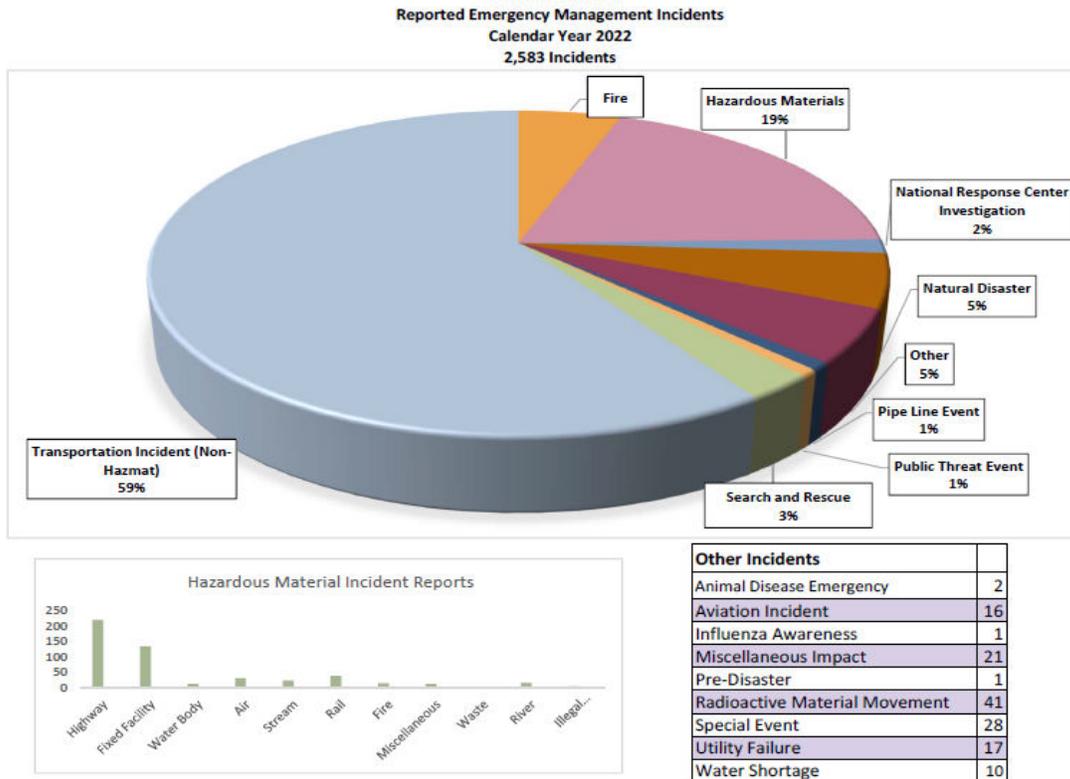
Top left: Water Treatment Facility
Credit: WJTV News

Top right: Credit:
MississippiFreePress.org

Bottom left: Water Distribution Center in Jackson, MS
Credit: CNN.com, 9/3/22

Arkansas Response Coordination Center (ARCC)
[now known as Arkansas State Watch Office (ASWO)]

ARCC is the 24/7 state warning and notification point for the State Emergency Operations Center (SEOC). The ARCC is responsible for situation awareness and providing critical notification and resource support to partner agencies during statewide incidents and emergencies. The ARCC is also responsible for mobilizing the ADEM Mobile Command Vehicle to support local emergency management and incident command for on-scene coordination and support.



Emergency Management Numbers by Jurisdiction
 Calendar Year 2022

Jurisdiction	Number of Incidents
Arkansas	24
Ashley	15
Baxter	25
Benton	98
Boone	40
Bradley	11
Calhoun	12
Carroll	60
Chicot	15
Clark	34
Clay	11
Cleburne	15
Cleveland	9
Columbia	13
Conway	35
Craighead	45
Crawford	50
Crittenden	77
Cross	10
Dallas	18
Desha	13
Drew	25
Faulkner	90
Franklin	60
Fulton	26
Garland	48

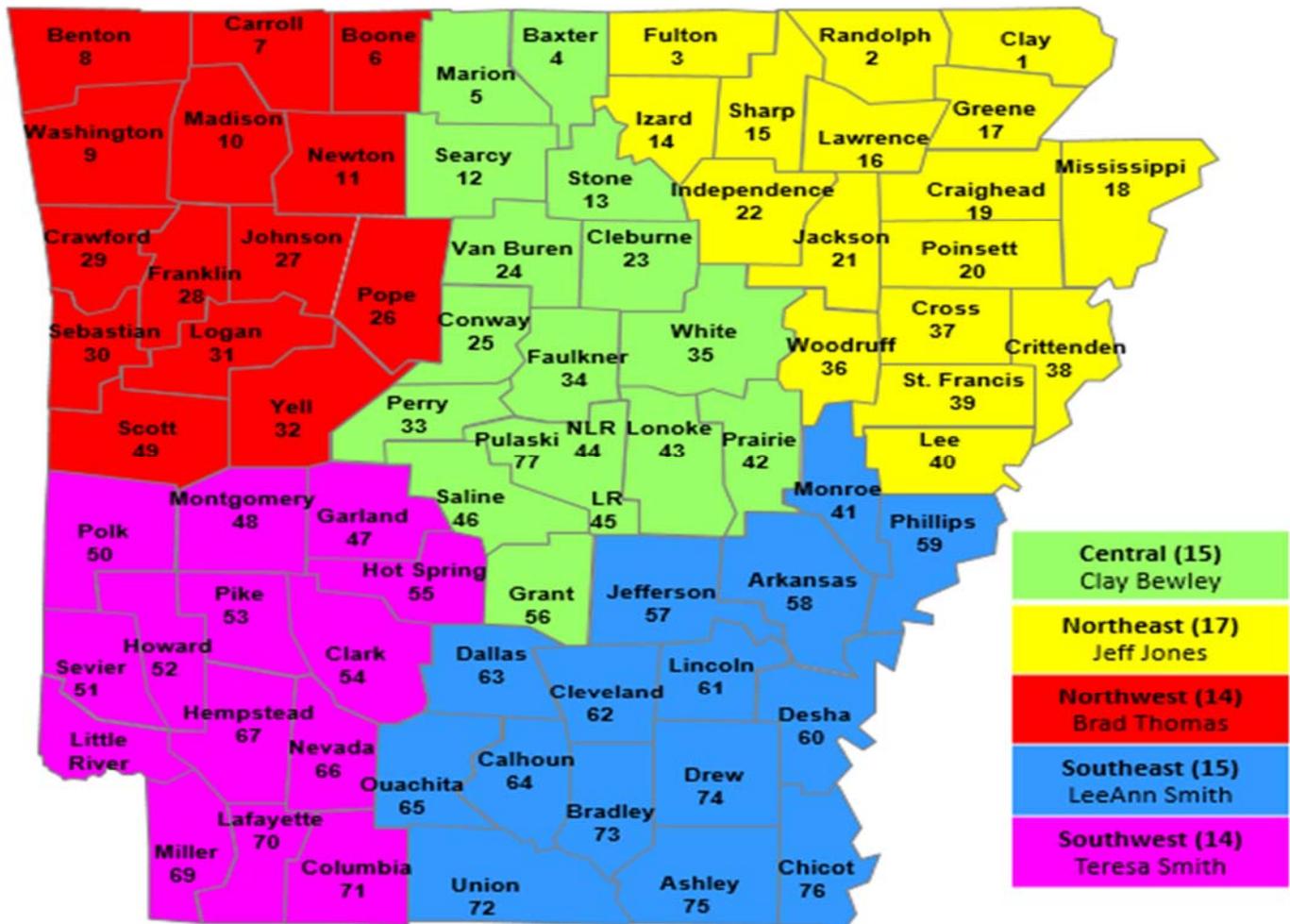
Jurisdiction	Number of Incidents
Grant	25
Greene	17
Hempstead	31
Hot Spring	49
Howard	7
Independence	17
Izard	16
Jackson	29
Jefferson	116
Johnson	23
Lafayette	11
Lawrence	38
Lee	7
Lincoln	9
Little River	12
Logan	5
Lonoke	62
Madison	22
Marion	12
Miller	33
Mississippi	51
Monroe	10
Montgomery	11
Nevada	14
Newton	16
Ouachita	29

Jurisdiction	Number of Incidents
Perry	5
Phillips	19
Pike	19
Poinsett	19
Polk	9
Pope	74
Prairie	23
Pulaski	336
Randolph	21
Saline	88
Scott	17
Searcy	6
Sebastian	51
Sevier	11
Sharp	11
St. Francis	62
Stone	10
Union	37
Van Buren	11
Washington	88
White	37
Woodruff	8
Yell	15
State of Arkansas	55

Field Operations

This branch is committed to assisting and supporting local jurisdictions in all five core Components of a comprehensive emergency management program: Prevention, Protection, Response, Recovery and Mitigation.

The ADEM Area Coordinator serves as a liaison to local jurisdictions representing ADEM to promote and expand the role of Emergency Management in the State of Arkansas.



February Winter Weather - A strong ice storm produced heavy debris in Forrest City. Northeast Area Coordinator Jeff Jones conducted state Public Assistance (PA) Preliminary Damage Assessments (PDAs) with St. Francis County and Forrest City.



St. Francis, AR
Jeff Jones ADEM - 212

Debris (375'x125'x15')
03/21/2022, 14:42:16 CDT

St. Francis County Debris Staging Area — February Ice Event

March Tornado - Northwest Area Coordinator Brad Thomas and Area Coordination Branch Manager Clay Bewley conducted damage assessments along with the State Individual Assistance Officer Melody Bozza and a representative from the Small Business Administration (SBA) in the City of Springdale.



Springdale Damage Assessments

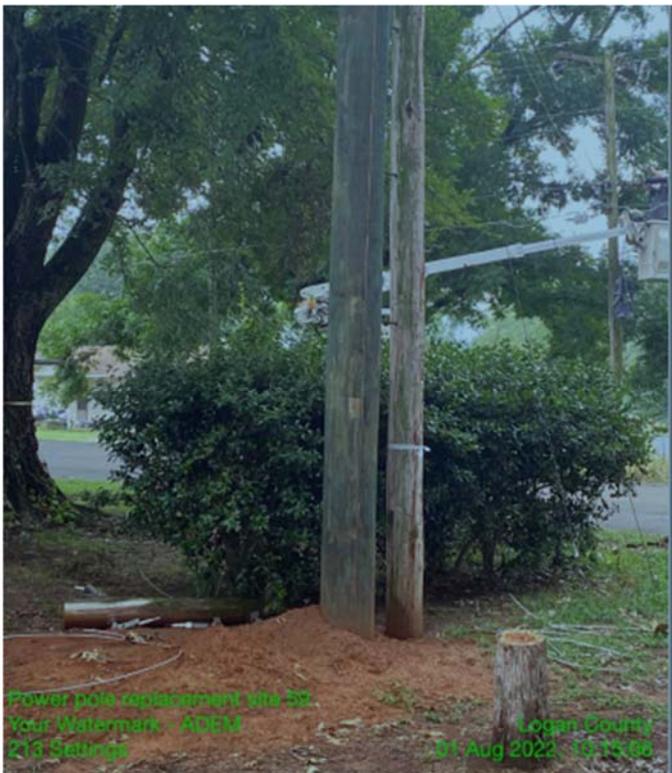
May Severe Storms - Several counties were impacted by severe storms and flash flooding resulting in PA PDAs in Washington County by the Northwest Area Coordinator and the Area Coordination Branch Manager. Several potential applicants were visited and damage information was gathered across the county.



Crawford County Storm Damage
Credit: Tim Gehring



Washington County Damage Assessments
Credit: Clay Bewley



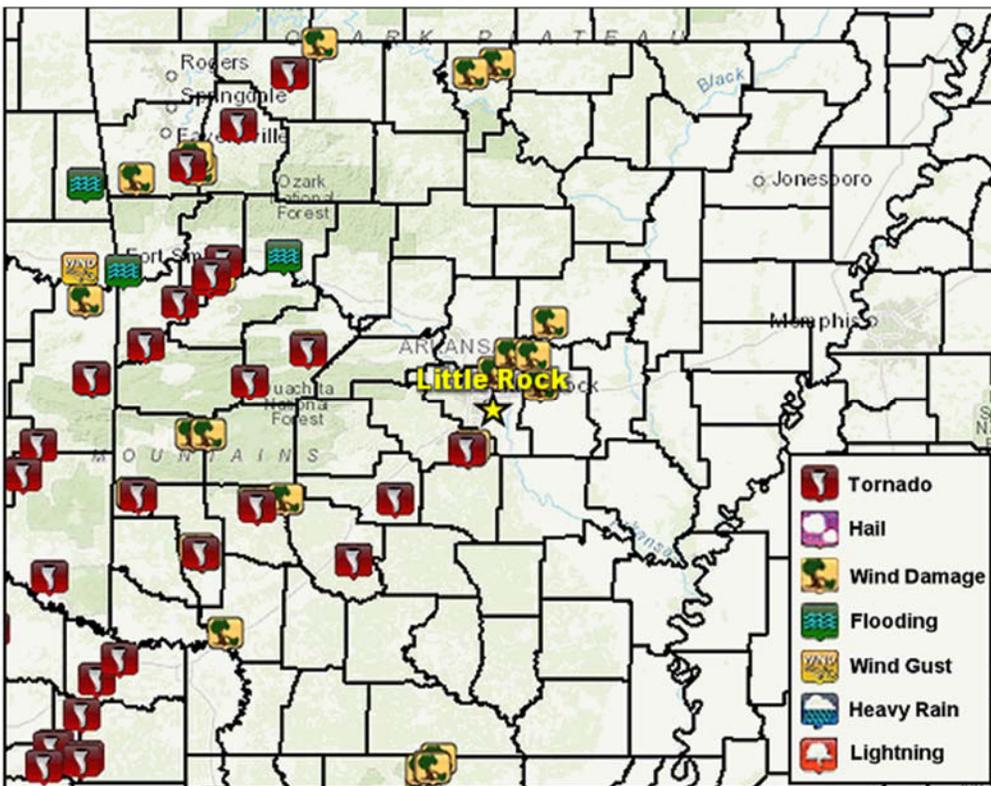
July Severe Storms - Northwest Area Coordinator conducted damage assessments in the City of Paris and Logan County. City of Paris power utility sustained damage to 60 power poles and brought in assistance through mutual aid contracts to assist in the repairs.

Left: City of Paris Power Pole Replacement
Credit: Brad Thomas, NW Area Coordinator

September Severe Storms and Flash Flooding - Marion County submitted a disaster declaration for damages sustained to several county roadways. A state PA damage assessment was conducted by the Central Area Coordinator.



Marion County Road 7019
Credit: Clay Bewley



November Tornadoes
The National Weather Service-Little Rock notes that sixteen tornadoes were counted in Arkansas following the severe weather outbreak on November 4th. This is the most tornadoes for the month since November 27, 2005. On that day, two dozen tornadoes raked through northern and western sections of the state.

Credit: NWS webpage (nwschat.weather.gov/lsr/)
#LZK,TSA,MEG,SHV,JAN/202211040500/202211050459/0100

Recovery & Mitigation



Jodi Lee, Deputy Director

Recovery and Mitigation promote the short-term and long-term resilience of Arkansas' communities by supporting initiatives and managing the grant programs that fortify housing and infrastructure against disasters.

Recovery

The Recovery Branch works with individuals as well as local governments, state agencies, and private non-profit organizations affected by an incident to recover effectively, including but not limited to: rebuilding infrastructure systems; providing assistance to individuals for the repairs and replacement of personal belongings; restoring health, social, and community services; promoting economic development; and restoring natural and cultural resources. The Recovery Branch is on standby for any potential disaster that may occur in the state, which includes severe weather, severe winter weather, flooding, wildfires, pandemics, etc.

2022 Funds Disbursed for Eligible Recovery Grants

\$98,945.00	State Individual Assistance
\$929,048.00	Federal Individual Assistance
\$30,050,794.76	Federal Public Assistance
\$1,079,338.36	State Public Assistance
\$2,384,285.67	Public Assistance state shares
<hr/>	
\$35,542,411.79	Total disbursed in 2022

Individual Assistance

State Disaster



Washington County was impacted by a tornado that caused widespread damage to the city of Springdale, including homes and businesses. The Governor issued a State Disaster Declaration, and the Individual Assistance Program authorized.

ADEM Recovery operated a Disaster Hotline Call Center to receive applications, as well as a Disaster Recovery Center (DRC) in Springdale to assist survivors in applying for the Individual Assistance program and accessing other assistance through other federal, state and voluntary organization partners. In cooperation with the agency Public Information Officer and local organizations, ADEM provided information and materials in English, Spanish, and Marshallese in an effort to reach affected members of those communities.



Disaster grants totaling \$98,945 were awarded to homeowners and renters for the repair of their primary residence or replacement of personal belongings. The Small Business Administration provided a total of \$444,500 in low interest disaster loans to homeowners, and \$270,400 in Small Business Administration (SBA) Economic Injury Disaster Loans (EIDL).

Federal Disaster

DR 4633 NE AR Severe Storms and Tornadoes, December 10 – 11, 2021
(Majority of financial assistance occurred in 2022)



Northeast Arkansas was impacted by multiple tornadoes in Craighead, Jackson, Poinsett, Mississippi and Woodruff Counties. Based upon the joint State and Federal damage assessments, a Federal Declaration, as well as a declaration from the Small Business Administration (SBA), was issued for homeowners, renters and businesses in the affected counties on December 23, 2021.

FEMA Disaster Recovery Centers (DRCs), were opened in the towns of Trumann, Monette and Newport, and assisted over 285 disaster survivors in applying for FEMA and SBA programs, and other state and voluntary agency assistance.

In total, \$929,048 was approved for the FEMA Individuals and Households Program (*IHP*) and Other Needs Assistance (*ONA*) programs for this disaster. The SBA approved \$2,536,700 in low interest disaster loans to homeowners, and \$948,800 in EIDL loans for businesses.

In the aftermath of the NE Arkansas tornadoes, Poinsett County and the Town of Leachville formed Long-Term Recovery Groups (LTRGs) with the assistance of the Arkansas Voluntary Organizations Active in Disaster (ARVOAD) and the Salvation Army. The focus of the two LTRGs, is to identify and leverage resources to cover the unmet needs of disaster survivors. To date, 35 cases have been opened, with \$28,865 expended to address the unmet needs of disaster survivors in those areas.



Public Assistance

State Disasters

St. Francis County was impacted by severe winter storms that caused widespread damage around the county and in the City of Forest City. The damage included downed trees and tree limbs. The Governor issued that St. Francis County be declared a disaster area, and authorized the State Public Assistance Program to be activated. Severe winter storms (February) damage estimated at \$210,980.14.



St. Francis County – Severe Winter Storms, February 23, 2022

Logan County was impacted by severe storms and flooding that caused widespread damage throughout the county. The damage included 60 downed power poles and widespread debris. The Governor declared Logan County a disaster area, and authorized the State Public Assistance Program to be activated. Severe storms and flooding (July) damage estimated at \$306,101.29.



Logan County – Severe Storms and Flooding, July 17, 2022

The Recovery Branch is on standby for any potential wildfire hazard in order to start working on a Fire Management Assistance Grant (FMAG). This FEMA program assists in the reimbursement of equipment, supplies, and personnel, to any state, tribal, or local government for the mitigation, management, and control, within the incident period, of any declared fire on public or private forest land or grassland that threatens such destruction as would constitute a major disaster.



The Recovery Branch was invited to attend the Inter-Tribal Emergency Management Coalition (ITEMC) conference for 2022. At the conference, the Recovery staff was able to learn more about developing partnerships with tribal nations, the tribal declaration process, and network with tribal and other state partners.



The State Voluntary Agency Liaison (VAL) position transferred from DHS to ADEM, within the Recovery Branch. The focus and mission of the State VAL is to identify state, local and other voluntary and non-profit organizations that ADEM Recovery and local jurisdictions can collaborate with to meet the needs of survivors. In addition, the State VAL identifies groups or organizations that can assist in managing volunteers, donations and other recovery related missions after a disaster. The State VAL provides technical assistance to any Long-Term Recovery Groups (LTRGs) that may form during recovery.

Mitigation

The Mitigation Branch is responsible for administering multiple state and federal mitigation grant programs. Hazard Mitigation is any action taken to reduce or eliminate long-term risk to people and property from natural disasters. Hazard Mitigation planning is a process used by State and local governments to identify risks and vulnerabilities associated with natural disasters and develop mitigation strategies to reduce or eliminate long term risks. This year nine county mitigation plans have been approved by FEMA and several others are being updated.

State Hazard Mitigation Grant Program assists local jurisdictions that have suffered repetitive disaster losses. This grant is a 75/25 match where the state reimburses the local jurisdiction 75% of the project cost up to \$300,000. The remaining project cost must come from local funds. This program increases the State's resiliency by funding long-term solutions to reduce or eliminate disaster impacts.

Thirty-two projects were selected and awarded in 2022 to include large drainage improvements, critical facility generators, bridge upgrades/elevations, and pump station upgrades.



Infrastructure upgrade projects — completed in 2022

Hazard Mitigation Grant Program (HMGP) is authorized by Section 404 of the Stafford Act, 42 U.S.C. 5170c. The key purpose of HMGP is to reduce the risk of loss of life and property from future disasters by implementing critical mitigation measures during the reconstruction process following a disaster. One community safe room, two advance assistance drainage scoping projects, and six mitigation plans were awarded this year.



Acquisition and demolition project funded through HMGP program



Building Resilient Infrastructure and Communities (BRIC) is an annual competitive grant that makes non-disaster federal funds available to States, U.S territories, federally recognized tribal governments, and local communities for hazard mitigation activities. The priorities for BRIC funding use this year were to: incentivize natural hazard risk reduction activities that mitigate risk to public infrastructure and disadvantaged communities, incorporate nature-based solutions with a focus on those designed to reduce carbon emissions, enhance climate resilience and adaptation, and increase funding for the adoption and enforcement of the latest published editions of building codes. One community safe room, two advance assistance drainage projects, one direct technical assistance project, and 10 mitigation planning grants were selected for funding this year. In addition, one of the Mitigation Branch members, Jennifer Oakley, was selected to be on the FEMA BRIC qualitative review panel.

Governor's Levee Grant is another state program that the Mitigation Branch helps administer. Sixteen grants were awarded to various jurisdictions impacted along the Arkansas River by the 2019 flood. Over \$11 million have been allocated for this grant program with just over \$9.2 million disbursed. Twelve of the projects have been completed to date.

The Mitigation Branch also participates in the US Army Corps of Engineers-led Arkansas Silver Jackets team, is on a subcommittee for the Governor's Earthquake Advisory Council (GEAC), and has a member on the Arkansas Floodplain Management Association board of directors.

Infrastructure & Support



Justin Vint, Deputy Director

Infrastructure and Support maintains the agency's equipment and resources necessary to meet the needs of the citizens of Arkansas in all types of disaster.

Critical Infrastructure

The Critical Infrastructure Branch provides assessment, information, and Intel of our states critical infrastructure to key decision makers vital to national security, public health and safety, and governance. Fire Protection Services enhances the fire protection and response capabilities of Arkansas through grants (Act 833), administration, technical assistance, and information support.

Intelligence Sharing and Dissemination

2022 saw a lot of progress towards the recertification of the ADEM Secure Room. Almost all of the physical security improvements have been completed. We are currently working with the selected vendor to install the sound masking system. Once that install is complete, the only remaining physical security upgrade will be the installation of an intrusion detection system and a duress alarm. The room will then be ready for a reaccreditation inspection. Upon re-accreditation, the information technology equipment installs can begin.

Critical Infrastructure Protection

- Conducted 20 Security Assessments
- Facilitated/participated in 5 exercises
- Conducted 30 Civilian Active Shooter Trainings for a total of 810 attendees

Fire Protection Services

Act 833 disbursements in 2022 totaled \$17,509,800.21 with 878 applications being certified. Thirty percent (265) of these applications were completed on the online portal, compared to 27% in 2021, an increase of 3%.

Information Technology (IT)

Help Desk Tickets

Problem = 3,699 (61%)

Task = 1,256 (21%)

Other = 732 (12%)

Question = 244 (4%)

Incident = 126 (2%)

IT Projects

- Migrated Windows 10 systems to Windows 11
- Started the SEOC upgrade from hardware control to software control
- Supported the DPS Secretary IT Transition
- Implemented a full time WEBEOC Administrator for the Emergency Management Software

IT Tickets Solved by Issue

Login = 444

Computer = 766

Email = 368

Hardware = 131

Change of Position = 99

Mobile email = 4

Profile = 24

VoIP = 45

IT N/A = 18

Employee Separation = 29

Mobile device = 32

Printers = 250

Badge = 105

Distro List = 346

File Restore = 38

IT Other = 236

Network = 62

Camera = 12

Duo = 96

Group Change = 4

Questions = 49

MIFI = 8

Network Drives = 72

Spam = 465

Maintenance

Help Desk Tickets

Problem = 45 (36%)

Task = 75 (60%)

Incident = 2 (2%)

Question = 2 (2%)





Arkansas Wireless Information Network (AWIN)

AWIN is responsible for operating and maintaining the State's public safety communications system. The AWIN objective is simple: ensure public safety personnel across all disciplines and jurisdictions can exchange information seamlessly, as authorized, on demand, and in real-time. The system is monitored 24x7x365 to carry out that objective. Issues with communications are addressed quickly; preventative maintenance is performed on each site four times a year to keep the system in top working order. AWIN is the multi-site statewide Land Mobile Radio (LMR) network serving first responders, and used by every county in the state and by multiple state agencies.

Upgrade

AWIN system upgrades commenced in January of 2021 with funding from bond revenues.

- Microwave Backhaul Upgrade and Multi-Protocol Label Switching (MPLS) Network: Replacement of microwave equipment, beginning in northwest Arkansas, progressed in segments throughout 2022.
- Dynamic System Resilience: Engineering and planning for this effort is in process. The installation of equipment to provide a hot standby system (ensures high system availability) is expected to begin in 2023.
- Tower and Shelter Repair and Replacement: Inspections are complete. Engineering analysis will be conducted during 2023 to determine the best approach to repair and replacement of existing towers and buildings.
- Capacity and Coverage Enhancement: Designs for new sites and relocation of existing sites are underway. This work is scheduled for implementation 2023
- Operating System Upgrades: An upgrade of the core operating system is scheduled for February and March of 2023.
- System Monitoring and Reporting: The Genesis system monitoring and reporting tool upgrade was completed in July of 2022.

Operations

- Average System Availability (uptime): 99.76%
- Average Grade of Service (completed calls): 98%
- System Tickets (January 1–December 31, 2021): 3,042
- Average number of tickets per day: 8.5
- Average time (days) to close a ticket: 1.7
- Civil maintenance tickets: 629
- New talk-groups created: 59
- New user requests processed: 2,786

Arkansas Public Safety Communications Grant (APSCG) Program

During Calendar year 2022, ADEM and AWIN management established a grant for emergency responders in Arkansas called the Arkansas Public Safety Communications grant. This grant is intended to assist local public safety agencies in Arkansas with upgrading their equipment or expanding their use of AWIN. The program was announced in October of 2022 and the grant application period will close on February 15, 2023. Award announcements will be March 1, 2023.



Left: The 2022 Glenn "Sonny" Cox Award was presented to this year's winner, James "Corky" Martin, Director of Garland County's 911 Communications Center.

Center: Aerial view of a storage and staging warehouse for the AWIN Upgrade equipment



Right: Sight on Wheels (SOW) Assistance at Mud Nationals



Finance & Grants



Kristen Robbins, Deputy Director

ADEM Finance and Grants is responsible for all agency financial functions including accounting, budget, procurement, and cash management.

In 2019, ADEM began receiving public safety fees collected by telephone service providers from commercial mobile radio service, VoIP, and prepaid wireless charges for deposit into the Public Safety Trust Fund per Act 660 of 2019.

Public Safety Trust Fund CY22

Total Disbursements	\$69,397,832
AR 911 Board	\$60,979,832
AWIN	\$8,000,000
CLEST	\$250,000
ADEM*	\$168,000

*Fund Administration



During calendar year 2022, a total of \$107,123,965 was processed in grant payments to a variety of sub-recipients through numerous programs at ADEM.

Subgrant Payments for CY22

	Disaster Public Assistance	Disaster Hazard Mitigation	EMPG	Non-Disaster Mitigation	Homeland Security	911 Rural Enhancement	Levee Mitigation	Other Programs	Total
Cities	4,785,617.00	107,136.00			240,842.00				5,133,595.00
Counties	3,879,293.00	1,865,270.00	3,032,562.32	30,000.00	2,633,153.00	2,000,000.00			13,440,278.32
State	66,377,085.00	57,919.00							66,435,004.00
Schools	316,246.00	1,281,675.00		2,631,353.00	79,717.00				4,308,991.00
Levee Districts							1,612,042.61		1,612,042.61
Utilities	2,775,416.00	62,741.00							2,838,157.00
Medical Entities	9,453,277.00				48,686.00				9,501,963.00
Other	3,756,666.00			32,000.00	34,372.00			30,896.00	3,853,934.00
	91,343,600.00	3,374,741.00	3,032,562.32	2,693,353.00	3,036,770.00	2,000,000.00	1,612,042.61	30,896.00	107,123,964.93

ADEM CY22 Expenditures

Total Expenditures	\$130,360,360.86
General Revenue	\$3,701,383.69
Federal Operations	\$9,070,528.89
Disaster Relief Grants	\$38,713,046.60
Federal Surplus Property Program	\$1,191,212.20
Hazardous Materials/Emergency Management Performance Grant Training and Exercise	\$572,382.22
Disaster Relief	\$10,000
Radiological Emergency Response	\$50,351.79
911 Rural Enhancements	\$3,000,919.95
Public Safety Trust	\$50,854,321.31
Public Safety Trust Administration	\$25,646.22
AWIN	\$17,180,276.61
Immediate Disaster Response (ADEM, EMAC, Personnel)	\$4,086.12
Levee Mitigation	\$5,986,107.04

Arkansas Federal Surplus Property



Chris Reynolds, Program Director

The Arkansas Federal Surplus Property (ARFSP) Program is governed by the General Services Administration (GSA). This unique program has the ability to acquire property that has been declared surplus by the federal government. Property is brought in from all over the world, to the State of Arkansas, and made available to eligible organizations, including: public agencies, non-profit health and education, museums, providers to the impoverished, programs for the elderly, veteran organizations, service educational activities, and organizations that qualify through the Small Business Administration.

Warehouse

Surplus Property Donations (January 1 - December 1, 2022)

Total Service Charge:	\$ 1,340,785.55
Total Acquisition Cost:	\$27,336,432.99
Fair Market Value:	\$ 6,380,323.46
Savings to Donees:	\$ 5,039,537.91

Other Notable Activities and Benchmarks

- 2% Increase in Donees
- 3% Increase in Active Donees
- 75% Increase in Veteran Owned Small Businesses
- 23% Increase in Facebook Follows

- ◆ Implemented new delivery options, including shipping, for any property obtained from Arkansas Federal Surplus Property (ARFSP)
- ◆ Donee-base increased to 1,461 accounts with 791 active participants.
 - Break-out numbers
 - Volunteer Fire Departments: 301, with 131 active
 - Veteran Owned Small Businesses: 21



Arkansas Federal Surplus Property
8700 Remount Road, North Little Rock, AR 72118
Office: (501) 835-3111 Fax: (501) 992-1008
Email: federal surplus@adem.arkansas.gov
www.dps.arkansas.gov
Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.



ARFSP Warehouse

National Association of State Agencies for Surplus Property (NASASP)

The National Association of State Agencies for Surplus Property (NASASP) is a non-profit organization promoting conscientious acquisition and distribution of surplus federal property through information exchange and coordination with the 56 participating agencies (U.S. States and Territories). At the 2022 NASASP Conference, Butch Campbell, Warehouse Branch Manager, was re-elected as Sargent-At-Arms for NASASP, and Chris Reynolds, ARFSP Program Director, was re-elected as Secretary for NASASP.

For the 12th year in a row, the ARFSP program received “*Top Donee Partner Participation*” from NASASP. This remarkable accomplishment is a good reflection on the ARFSP Program, acknowledging our efforts on behalf of the public agencies and other eligible entities in Arkansas. Pictured: (below left) NASASP President Sam Sibert of Idaho presented the award

to ARFSP Program Director Chris Reynolds. (Below right) President Sibert presented Butch Campbell, ARFSP Warehouse Manager, with the NASASP “*Extra Mile Award*” in recognition of Butch’s tireless work on behalf of NASASP.



2022 NASASP Annual Conference, July 19, 2022

ARFSP Donee Appreciation Day



ARFSP/ADC Project Truck, "Frank"



ARFSP received an E-350 4x4 one-ton chassis and had Arkansas Department of Corrections fabricate an 18" cab extension, paint the exterior and install a custom made push bumper before adding a flatbed to complete the project.



Summary

We reaffirm ADEM’s commitment to serving the people of Arkansas through a wealth of human capital, enhanced through partnerships, with a common mission to provide “efficient state level leadership, resources, and coordination for a comprehensive all-hazards approach to emergencies and disasters impacting Arkansas.”

